



MEMORANDUM

DATE: October 2, 2013

TO: Honorable Mayor and
Council Members

FROM: 
Daryl W. Cole, Director
Department of Transportation

Subject: SunGo Card Issues Resolved

I am happy to report that Sun Tran and SPX/Genfare have fully resolved the remaining issues experienced by our customers with the implementation of the new SunGo Card. A memo from Sun Tran is attached. Sun Tran will continue to respond to individual card problems which may occur and work with SPX/Genfare on improving the system reporting. With a fully functioning smartcard system now on Sun Tran fleet, Sun Tran staff will be working with the Regional Transportation Authority (RTA) to expand the implementation of the SunGo card system to the RTA Sun Shuttle system. If you have any questions, please contact John Zukas, Transit Services Coordinator at 837-5883.

DWC/cdl:rw

Attachment: Memo from Kate Riley dated October 1, 2013

cc: Richard Miranda, City Manager
Kelly Gottschalk, Assistant City Manager/CFO
Martha Durkin, Assistant City Manager
Albert Elias, Assistant City Manager
Carlos de Leon, Deputy Director of Transportation
John Zukas, Transit Services Coordinator

MEMORANDUM



To: Daryl Cole, Director of Transportation, COT
cc: Carlos de Leon, Deputy Director of Transportation, COT
From: Kate Riley, General Manager, Sun Tran/Sun Van
Date: October 1, 2013
Re: SunGO System Issues Resolved

Sun Tran has been working diligently with the farebox vendor, SPX/Genfare to resolve outstanding issues experienced during the fare collection transition to the SunGO system.

As the system launched, we began to identify certain problems that affected customers' use of the system. Our primary goal was to hold the customer harmless as a result of these problems and we implemented a grace period by which all customers with either a SunGo card or SunGo ID/card could ride without further fare payment.

Several software fixes were made earlier this month that resolved the remaining system problems that had been previously identified. We tracked system success in several ways to reach a level of confidence that the most recent fix was effective and hadn't inadvertently caused new problems. As a result, we are able to report that the known system problems have been resolved and the SunGo system is now functioning as designed. We plan to initiate an end to the grace period effective October 14, 2013.

We will continue to address individual transaction errors and problems directly with those customers affected. Staff continues to work with the SunGo vendor to retrieve and consolidate data associated with and generated by the fare collection system and will continue outreach efforts with customers and partnering organizations as the grace period ends and beyond.

The regional implementation of the Sun Go system is planned for October 14th, affecting Sun Shuttle and Oro Valley services provided through the Regional Transportation Authority.

I am happy to provide any requested additional information or to answer any questions you may have regarding the SunGo system.